

# Our Expertise in Action

Your partner in delivering the most sensitive and complex federal health and wellness programs.



## The Magellan Federal Difference

- ▶ Our legacy of support to the Department of Defense and military families dates back more than **140 years**, to 1879 as a nonprofit that cared for surviving spouses of the fallen.
- ▶ We have **over 2,650+ employees** delivering services on **more than 329** bases, installations, and agencies around the world.
- ▶ Many of the amazing individuals that make up Magellan Federal have served or have family members who served. We've walked in your shoes, and understand your needs.

***Military culture is embedded in the Magellan Federal team, our infrastructure, and processes. Our services are designed to support the unique and global needs of Warriors and their Families.***



## Demonstrated Impact



### Family Support Services

The Military & Family Life Counselor (MFLC) program improves military lives and readiness by providing confidential, face-to-face counseling.

Our services are delivered by **1,450** counselors at **163** military installations around the world.

Each month, we provide **over 80,000** counseling sessions and **21,000** consultations for individuals and families.

In addition to counseling sessions, we provide over **45,000** outreach and engagement services as well as **100,000** referrals to service members each month connecting them to available benefits and resources. Each year **over 4,500,000** service members and families participate in one of our services.



### Coaching & Care Management

We support the Army Resilience Directorate through education, training, and coaching to increase the physical and psychological health, resilience, and performance of soldiers, families, and civilians on the Ready and Resilient program.

We are the **world's largest single employer** of professionals with specialized training in performance psychology and coaching.

During the past 5 years, we have successfully certified more than **15,000** Master Resilience Trainers and have delivered education and training to **more than 2.6 million** within the Army population, face-to-face and virtually.



### Employee Assistance Programs

Magellan's Employee Assistance Program (EAP) offers services to enhance emotional wellness, reduce stress, and increase productivity.

We have **50 years** of Employee Assistance Program (EAP) experience, covering more than **three million lives** of civil servants and families across multiple government agencies.

Our Federal EAP services include support to Department of Defense, Air Force, Navy, Health and Human Services Federal Occupational Health, and Federal Aviation Administration.

We have **22k national EAP providers**.

We maintain 24/7/365 call centers covering the 50 US states/territories continuously, and internationally. We managed **422 critical incident responses** and conducted **3,727 health and wellness trainings** in 2022 alone.



### Military Transition Services

Through our support to the Defense Health Agency, Warrior Care Recovery Coordination Program (RCP), we provide professional support services to **20,000+** wounded, ill, and injured Service members.

These services include non-clinical case management, caregiver support, education and employment transition, and adaptive sports programs. Since the inception of these programs we have provided **direct assistance to over 225,000** wounded, ill and injured service members.

***"As a military spouse, I am humbled by the importance of our company's mission. The work we do to support warriors, veterans, civil servants, and family members helps them lead healthier lives and has a direct impact on our Nation's military readiness."***

*Anna Sever,  
President & CEO Magellan Federal*

In addition to these programs and services, we support the DoD and other government agencies on variety of behavioral health programs including:

- ▶ **Air Force Family Advocacy Programs**
- ▶ **Army IMCOM Family Advocacy**
- ▶ **Navy ID Card Administration**

